



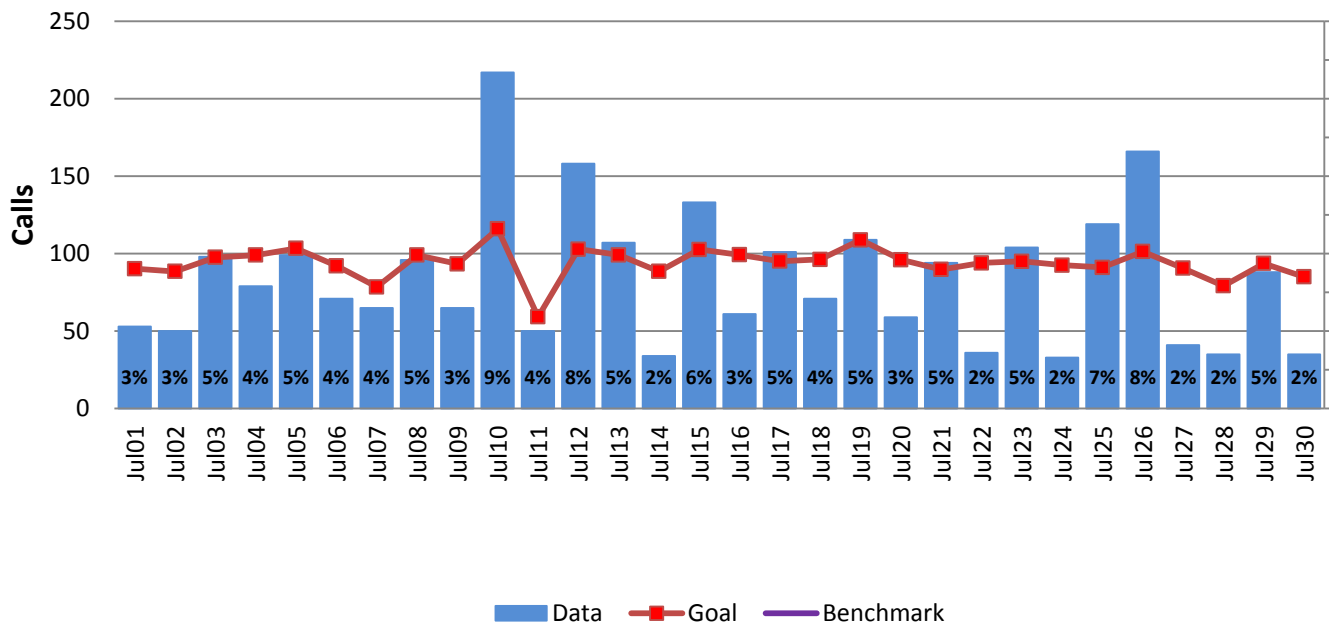
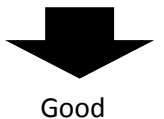
# EMA/MetroSafe - 911 Call Answer Time

EMA/MetroSafe

8/26/2013

Measurement method		Why measure?		What is our goal?	
The number of 911 calls that were not answered by a 911 call taker within 15 seconds		To help enable the quickest possible response to emergency calls		Answer less than 5% of all calls outside of the target time of 15 seconds	
How are we doing?					
Jul01-Jul31 Monthly Goal	Jul01-Jul31 Monthly Actual		Jul31 Goal	Jul31 Actual	
2,908	2,583		90	56	
Calls	Calls		Calls	Calls	
Note: Raw data supporting this chart will be available on the open data portal in the future. <a href="http://portal.louisvilleky.gov/service/data">http://portal.louisvilleky.gov/service/data</a>				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

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